MILogin help instructions

As you are aware, the Michigan Office of Retirement Services (ORS) recently adopted the state of Michigan's single sign-on standard, MILogin, for miAccount. The new standard requires a multifactor authentication before you can login to miAccount to increase security.

Some members have experienced issues in the transition to the new login portal. We created this guide to help you access your miAccount. Because we are experiencing high call volumes and long wait times, we ask that you try following these directions before reaching out to the ORS Customer Service contact center.

If you are still unable to access miAccount, our contact center is available from 8:30 a.m. to 5 p.m., Monday through Friday. You may also ask questions as a guest user on the **miAccount Message Board**.

Login instructions

- Click on miAccount from the ORS website. (You will be redirected to the MiLogin page.)

- Enter your miAccount User ID and Password on the MILogin screen and click **Login**.

Read the Terms & Conditions and click **Acknowledge/Agree.**

If you can successfully log in follow the instructions for **miAccount users *who successfully logged in to MILogin***.

If your login attempt is not successful:

Do you have a MILogin account that you created for another state of Michigan agency (for example, the secretary of state or the unemployment insurance agency)?

YES: Go to **Have MILogin Account and need to add access to miAccount.**

NO: Go to **New Registration.**

NOT SURE: Go to MILogin and click **Forgot User ID?**

If you are sent an email with your User ID, you have an account. Go to **Have MILogin Account and need to add access to miAccount.**

If you get a message that "Entered email address is not registered with MILogin" go to **New Registration**.

Contents

miAccount users who successfully logged in to MILogin

- **The MILogin Multifactor Authentication (MFA) page will show after login.**

- **Select a MFA response option (to receive either a text message or a phone call back.)**

  - Multifactor Authentication is mandatory. During the MFA setup, you will need a phone and email address that are not being used by anyone else in your family (for example, spouses cannot enter the same contact information). During login, you can select which option you prefer. Note: You will need to have access to your phone to complete the MFA setup, so, for example, do not register a landline number if you will be away from home.

MILogin

⌂ HOME

MILogin Multifactor Authentication (MFA)

Hello miAccount User

Please select one of the following options to proceed with additional required authentication.

* Required

| 💬 **Text Message** | You will receive a passcode via a text message on your mobile XXX-XXX-8869 |

| ☎ **Phone Call Back** | You will get a call on your work phone number XXX-XXX-4682 |

- You will be prompted for Multifactor Authentication if it has been more than 24 hours since your last login. If it has been less than 24 hours since your last login, you will not be prompted for MFA.

- **Enter the valid 6-digit Passcode you received by text message or phone call.**

- **The miAccount home page will open after you hit submit.**

Have MILogin Account and need to add access to miAccount

- Click on **miAccount** from the ORS website.

- You will be redirected to the MILogin page. Log in with your existing MILogin User ID and Password.
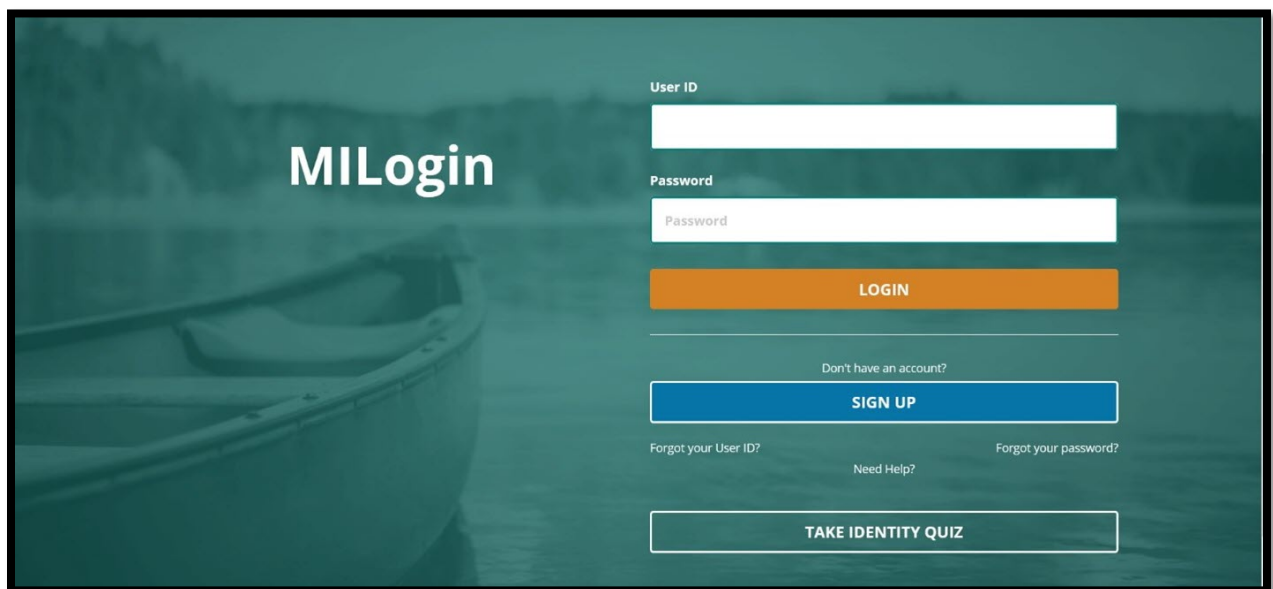
- **Go to Request Access.**
- Search application for **ORS miAccount.** Select **ORS miAccount.**

- The ORS online miAccount acknowledgment page will show Terms & Conditions. Select **Acknowledge/Agree** to accept **Terms & Conditions**.
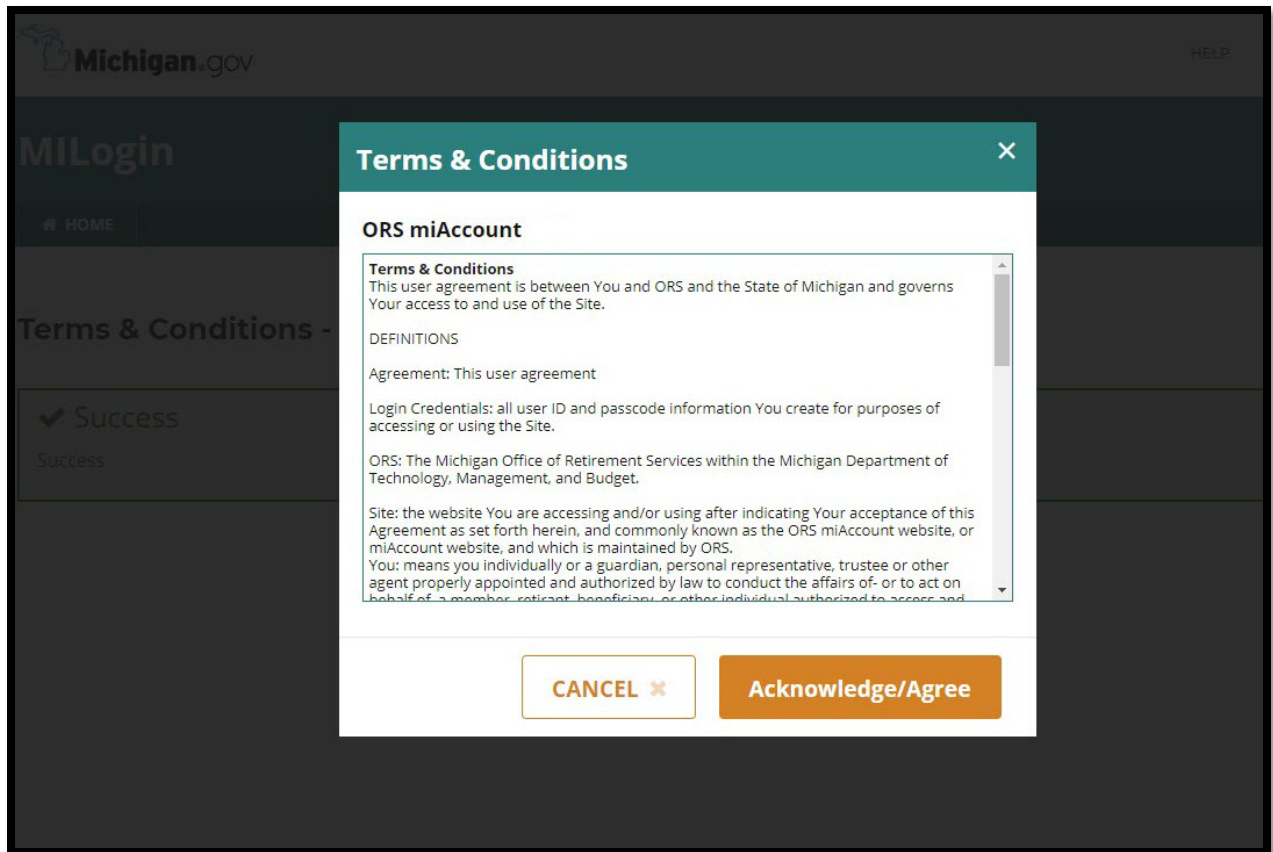
The MILogin Multifactor Authentication (MFA) page will appear. **Click your preferred MFA method.**
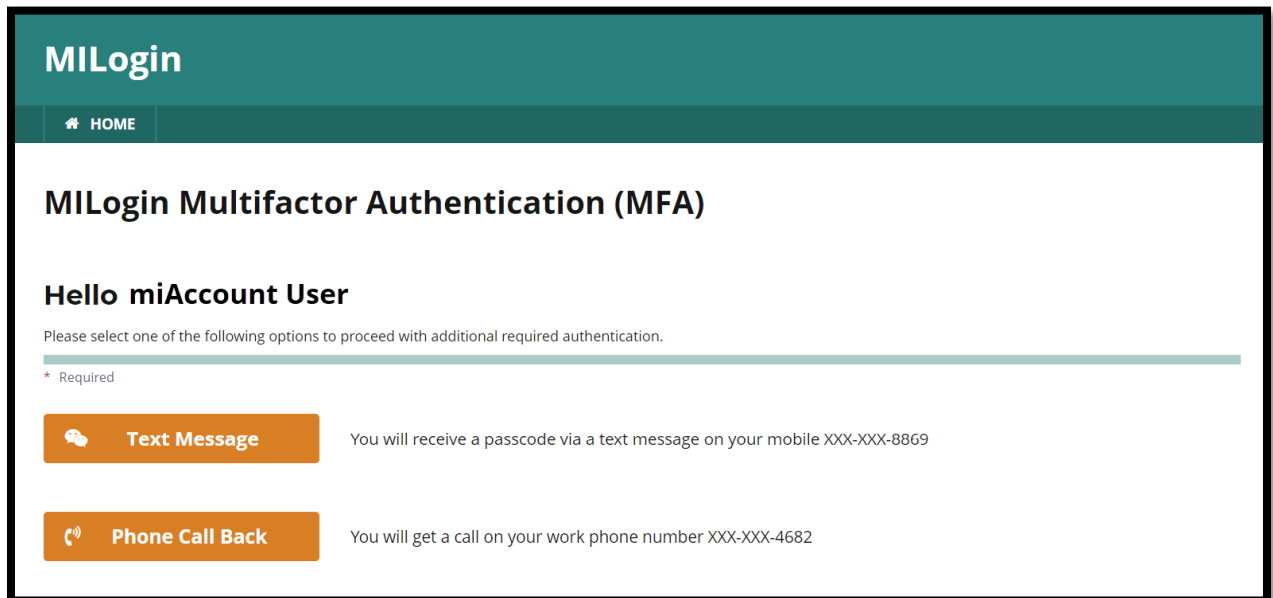
- You will be prompted for Multifactor Authentication if it has been more than 24 hours since your last login. If it has been less than 24 hours since your last login, you will not be prompted for MFA.
- Multifactor Authentication is mandatory. You must select to receive your passcode either via text message or a phone call.

Enter the valid 6-digit passcode you received via text message or phone call. Note that the system enters the first four digits.

- The miAccount Verify Your Identity page will appear after MFA authentication. Enter required fields for identity verification. Please make sure all fields are entered in the correct format.
  - **Note:** Social Security Number cannot include hyphens, spaces, or slashes between the numbers.
  - **Note:** Date of birth must have slashes and a 4-digit year.

- If you are an active or inactive member you will be asked to enter your member ID. If you don't know your member ID, request yours by clicking **Send my Member ID by US Mail** on the screen.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* **Social Security Number:**   123456789

* **Date of Birth:**   01/01/1985   **(MM/DD/YYYY)**

* **Last Name:**   Doe

* **Retirement Systems:**   Public School Employees Retirement System ⌄

* **Status:**   I'm actively working under this retirement system ⌄

Enter your Member ID.
- You can find your Member ID on correspondence from ORS.
- Your Member ID is your **unique account number with ORS** (it is not an employee ID or personnel number).
- Be aware your Member ID should remain secure.
- If you do not have your Member ID, click the Mail my Member ID link below and we will mail it to your address on record.

* **Member ID:**   12345678   *Send my Member ID by U.S. Mail* ←

[Continue] [Cancel]

- If you are a retiree, you will be asked to enter **the net amount of your last pension payment**. The payment amount must be entered without a dollar sign or comma. If your last net pension payment amount was $1,234.56 you will enter 1234.56. You can find your net pension payment amount on **your most recent bank statement**. If your pension is deposited into more than one account, you will need to add up the amounts and then enter the **net total amount.**

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* **Social Security Number:**	123456789	
* **Date of Birth:**	01/01/1955	**(MM/DD/YYYY)**
* **Last Name:**	Doe	
* **Retirement Systems:**	Public School Employees Retirement System ⌄	
* **Status:**	I currently receive a retirement pension and insurances ⌄	

Please enter the net amount paid to you on your last regular pension payment (the amount deposited to your account or on your pay stub).

| * **Amount of Last Pension Payment:** | 1234.56 |

[Continue] [Cancel]

- Your User Profile will display email address information matching MILogin.

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Your User Profile

* = Required Fields

* **User Name:**	
* **Email Address:**	
* **Confirm Email Address:**	
Preferred Correspondence Method:	-Select- ⌄

[Continue]

- Account Setup Confirmation page will display. Click **Continue.**

- The miAccount Account Summary will display.

New Registration

Please note that you may already have a MILogin for Workers or MILogin for Third Party account, but those will not work for your miAccount login.

- Go to the MILogin website (https://MILogin.michigan.gov).

- Click on **Sign Up** to create your account.
- Enter profile information.

MILogin

 # HOME

Create Your Account

① Profile Information   ② Security Setup   ③ Confirmation

Profile Information

Enter your profile information

* Required

*First Name	Middle Initial	*Last Name	Suffix

We will need to verify your email address. You will be emailed a one-time PIN at the address you provide below.

*Email Address   *Confirm Email Address

VERIFY EMAIL ADDRESS

We will need to verify your mobile number. You will be texted a one-time PIN at the mobile number you provide below.

*Mobile Number

VERIFY MOBILE NUMBER

*Verification Question: Which of brain, toe, knee, ankle or arm is part of the head?

☐ I agree to the terms & conditions.

NEXT   **RESET**

- Click **Next.** You will receive a text message, phone call, or email with a PIN. Enter the PIN to verify your information.

- Click **Confirm.** The Security Setup page will appear.

Enter desired user ID and password, confirm your password, and click **Create Account.** Note: The system will prompt you if the user ID is not available. If it does, you must choose a new one before clicking on "Create Account." **NOTE:** Although you may be attempting to use the same user name that you've previously used in miAccount, this **DOES NOT** mean someone else has access to your information. It usually means there are more than one Sam Smith or Jane Doe in the state and they created a MILogin account before you.

- You can choose any or all preferred Security Setup options. (Email, Mobile Text/SMS, or Security Questions.
- Enter information for Security Setup option(s) chosen.

MILogin

⌂ HOME

Create Your Account

① ✔ Profile Information   ② Security Setup   ③ Confirmation

Security Setup

Provide user id and password information to complete your profile

* Required

*User ID

[✔]

✔ This User ID is available

*Password

[●●●●●●●●●●●●   ✔]

*Confirm New Password

[●●●●●●●●●●●●   ✔]

ⓘ **User ID Guidelines:**

- User ID must be at least 6 characters and can contain letters (a-z or A-Z), numbers (0-9), and the following symbols (@.-')
- User ID cannot contain space.

Password Guidelines:

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
    - Upper case letters (A-Z)
    - Lower case letter (a-z)
    - Numbers (0-9)
    - Special characters (!$#,%@~^&*_-+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

*Security Options

To choose your preferred password recovery method(s), please click on the buttons below. Multiple options can be selected.

[✉ **☑ Email**]   [📱 **☑ Mobile (Text/SMS)**]   [💬 **☑ Security Questions**]

*Email

[   ]   By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

*Mobile (Text/SMS)

[   ]   By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.

- By selecting "Mobile" option, you agree to receive text messages on your mobile number.
- Standard message & data rates may apply.

*Security Questions

| What was your favorite place to visit as a child? ▼ | Enter Security Answer #1 |
What was the name of the company of your first job? ▼	Enter Security Answer #2
Where was the first concert you attended? ▼	Enter Security Answer #3
In what city did you and your spouse first meet? ▼	Enter Security Answer #4

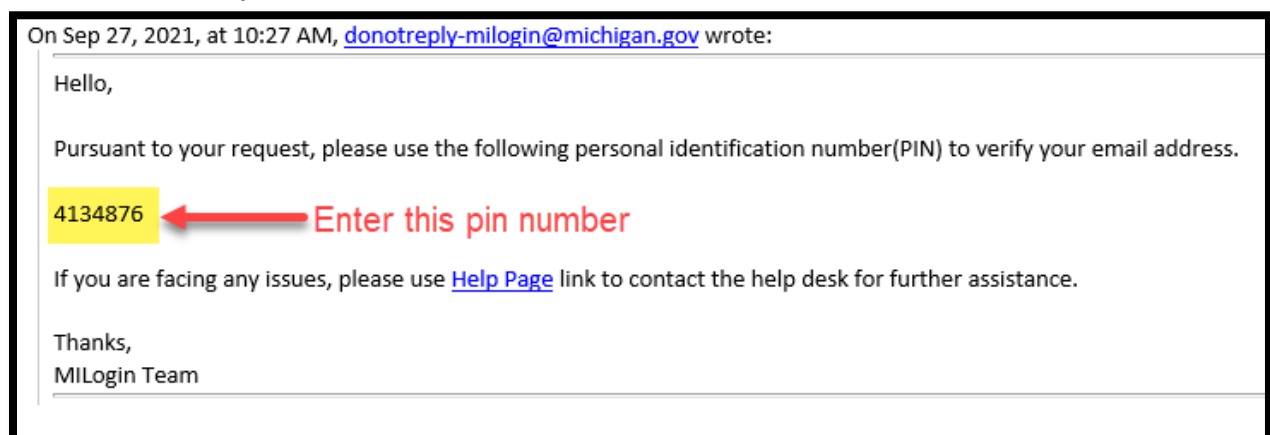[**CREATE ACCOUNT**]   [**BACK**]

Here are examples of the messages you will receive:

Mobile (Text/SMS) Passcode
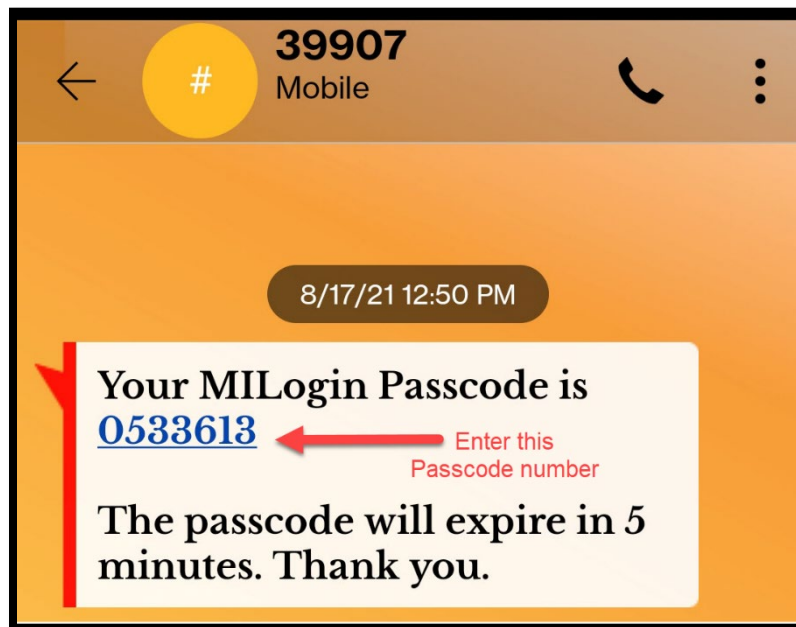

Email confirmation pin

After your account is created, there will some state of Michigan applications that you already have access to present on your MILogin page. For example, you may already have access to Secretary of State applications.

This is as designed by the departments that own those applications.
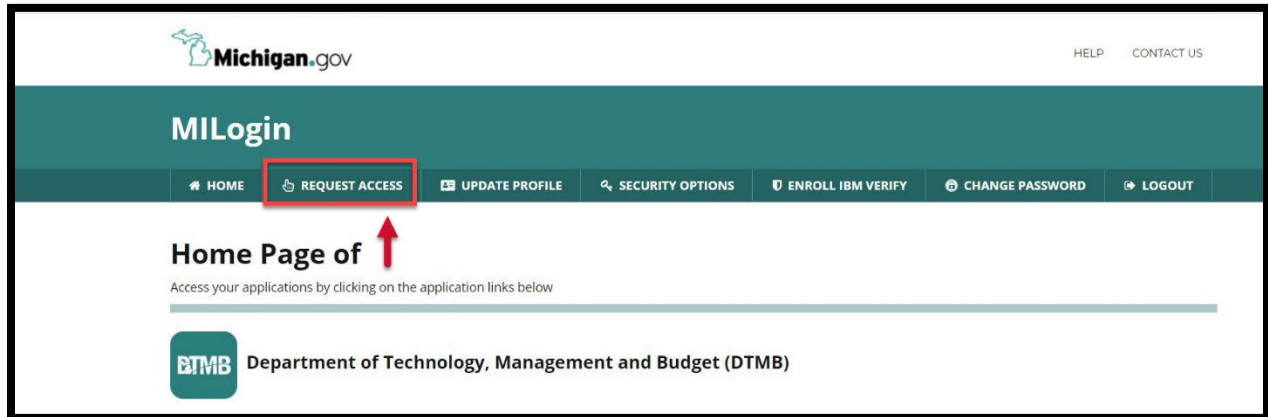
IBM Verify

IBM verify is a mobile app that performs a push notification feature. The pop up is to encourage use of this push application feature. After your account is created, at the next login you may see a prompt to enroll in IBM Verify.

You can choose any of the three options presented.
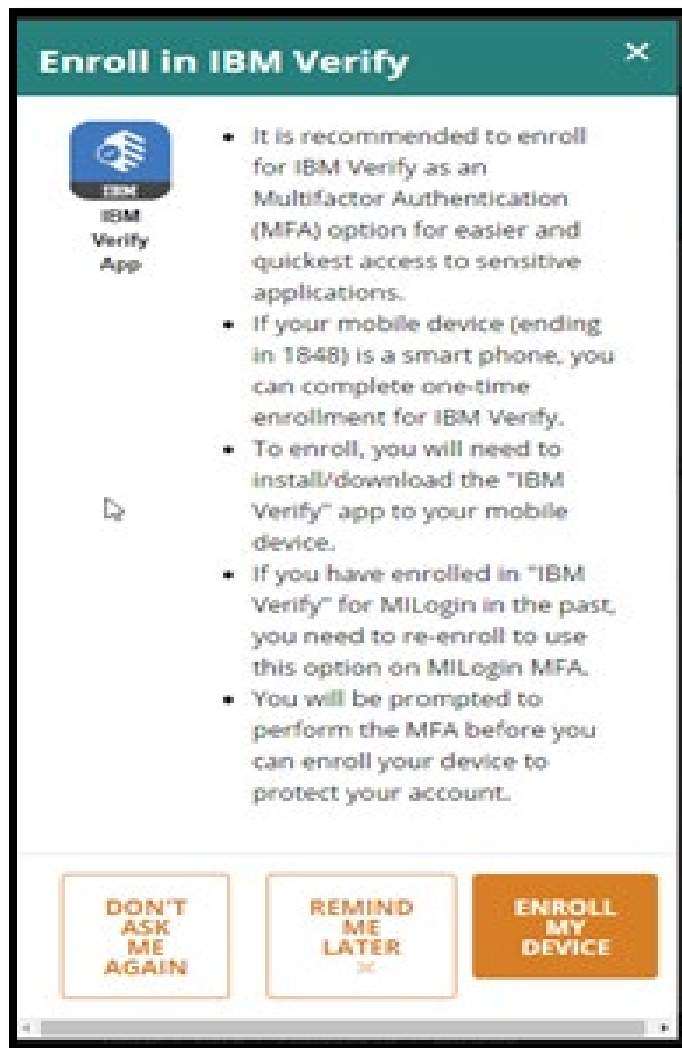
Request Access

- From the MILogin portal - select **Request Access**.

- Search application with any keyword of **ORS miAccount**. The **ORS miAccount** link will appear.
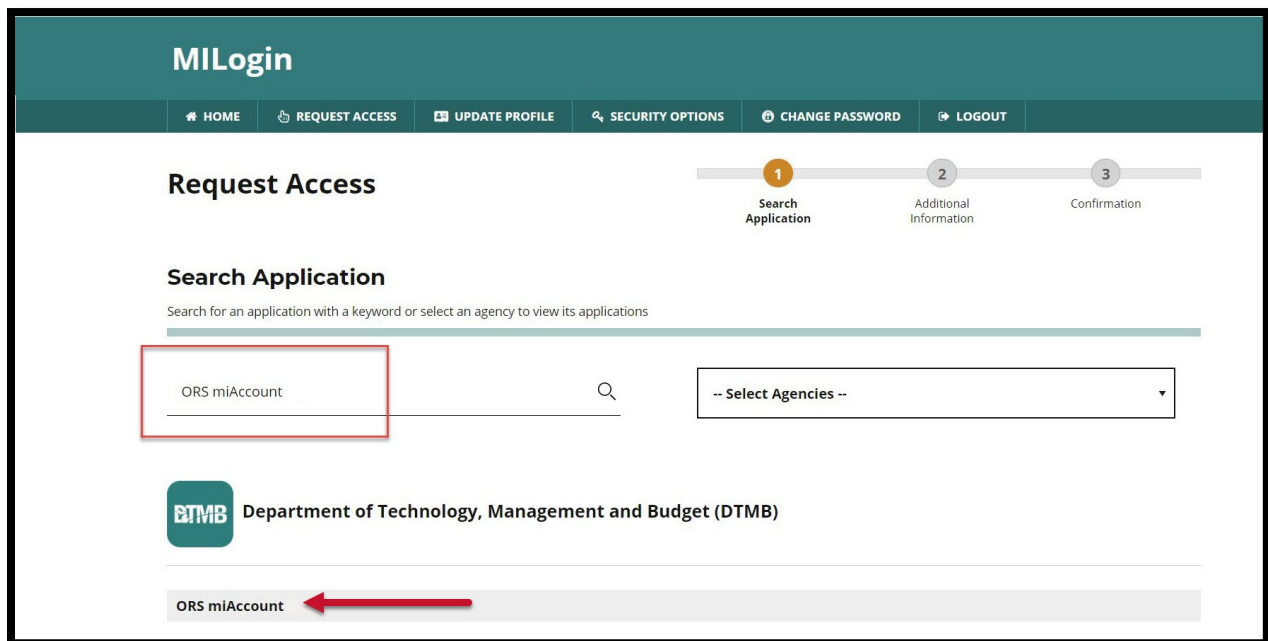
- **Select the ORS miAccount link then DTMB ORS miAccount Terms & Conditions page will appear.** Agree to Terms & Conditions and Click **Request Access.**

- Fill in Additional Information for requesting access.

- Access is automatically approved. MILogin Home page will appear with **ORS miAccount** link.

- Click on the **ORS miAccount** link.

- **Click Acknowledge/Agree to accept Terms & Conditions**

- **Select a MFA response option (to receive either a text message or a phone call back.)**
- Multifactor Authentication is mandatory. During the MFA setup, you will need a phone and email address that are not being used by anyone else in your family (for example, spouses cannot enter the same contact information). During login, you can select which option you prefer. Note: You will need to have access to your phone to complete the MFA setup, so, for example, do not register a landline number if you will be away from home.

- Enter valid Passcode.

- The miAccount Verify Your Identity page will appear after MFA authentication. Enter required fields for identity verification. Please make sure all fields are entered in the correct format.
  - **Note:** Social Security Number cannot include hyphens, spaces, or slashes between the numbers.
  - **Note:** Date of birth **must** have slashes and a 4-digit year.

- If you are an active or inactive member you will be asked to enter your member ID. If you don't know your member ID, request yours by clicking **Send my Member ID by US Mail** on the screen.

Verify Your Identity

To protect your confidential information, ORS requires you to verify your security information before we will provide you with access to your account. Please make sure that the information you provide below matches what we have on record for you.

If you are receiving a pension from any of the four retirement systems administered by ORS, you must choose "I currently receive a retirement pension or insurances" from the drop-down list below, even if you currently work in another system. [OSI 2085.02]

* = Required Fields

* **Social Security Number:** 123456789

* **Date of Birth:** 01/01/1985 **(MM/DD/YYYY)**

* **Last Name:** Doe

* **Retirement Systems:** Public School Employees Retirement System ⌄

* **Status:** I'm actively working under this retirement system ⌄

Enter your Member ID.
- You can find your Member ID on correspondence from ORS.
- Your Member ID is your **unique account number with ORS** (it is not an employee ID or personnel number).
- Be aware your Member ID should remain secure.
- If you do not have your Member ID, click the Mail my Member ID link below and we will mail it to your address on record.

* **Member ID:** 12345678   *Send my Member ID by U.S. Mail*

[Continue] [Cancel]

- If you are a retiree, you will be asked to enter the **net amount of your last pension payment.** The payment amount must be entered without a dollar sign or comma. If your last net pension payment amount was $1,234.56 you will enter 1234.56. You can find yourp net pension payment amount on your **most recent bank statement.** If your pension is deposited into more than one account, you will need to add up the amounts and then enter the **net total amount.**

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* = Required Fields

* **Social Security Number:** 123456789
* **Date of Birth:** 01/01/1955   **(MM/DD/YYYY)**
* **Last Name:** Doe
* **Retirement Systems:** Public School Employees Retirement System
* **Status:** I currently receive a retirement pension and insurances

Please enter the net amount paid to you on your last regular pension payment (the amount deposited to your account or on your pay stub).

* **Amount of Last Pension Payment:** 1234.56

[Continue] [Cancel]

- Your User Profile will display email address information matching MILogin.

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Your User Profile

* = Required Fields
* **User Name:**
* **Email Address:**
* **Confirm Email Address:**
  Preferred Correspondence Method: -Select-

[Continue]

- Account Setup Confirmation page will display. Click **Continue.**

- The miAccount Account Summary will display.

Update profile for MILogin – phone number

- From your Home page click **Update Profile.**
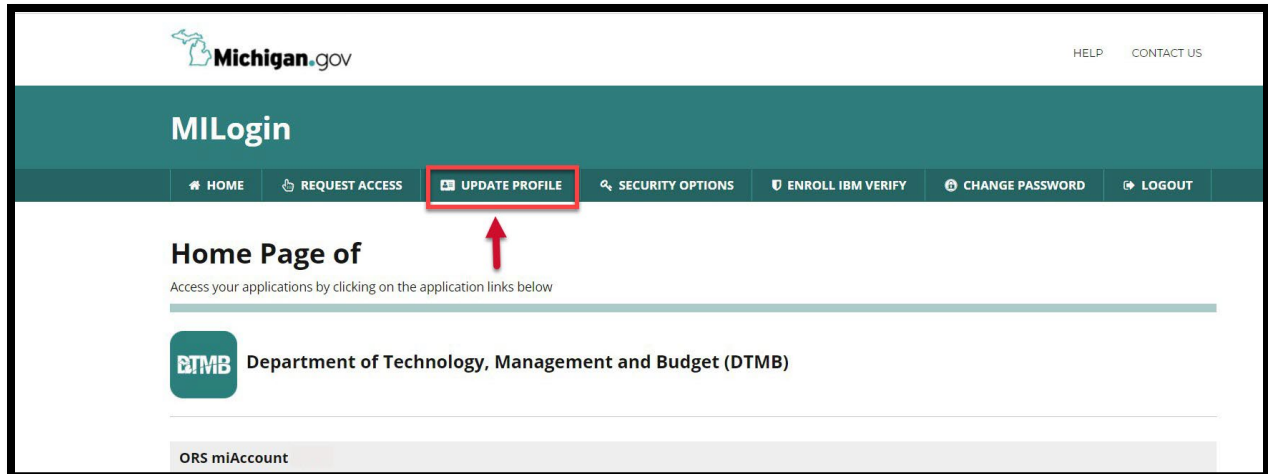
- MILogin Multifactor Authentication (MFA) page will show with **Text Message** or **Phone Call Back.** You can select either option.
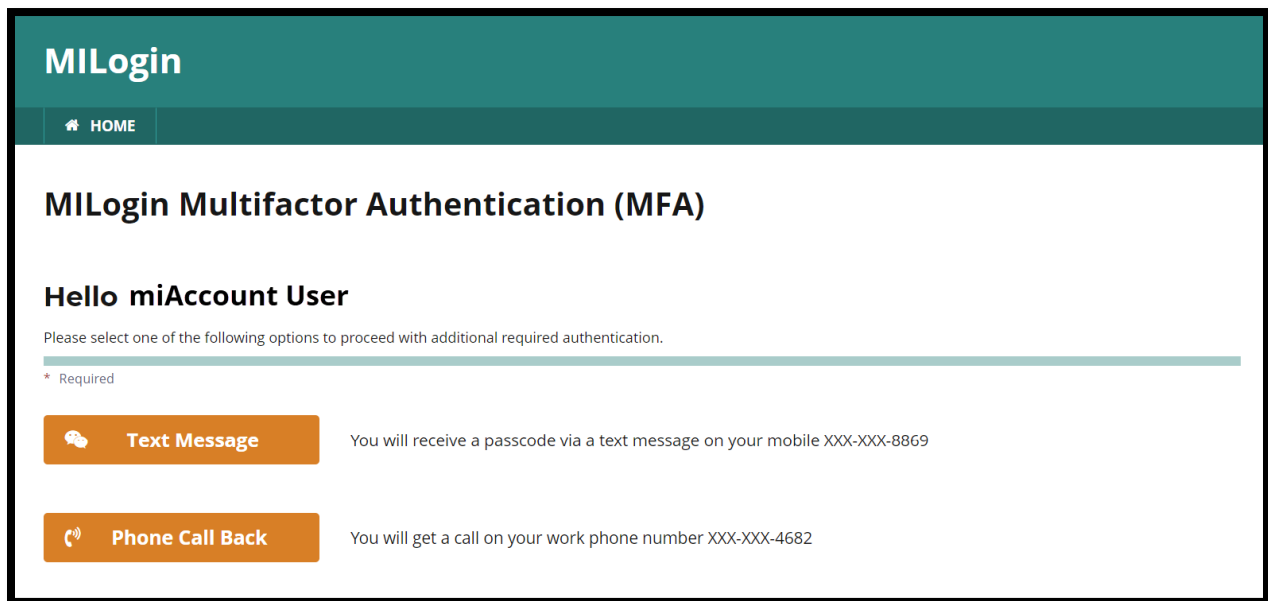
- **Enter a valid Passcode.**

MILogin

MILogin Multifactor Authentication (MFA)

Enter Passcode

* Required

* **Passcode**

5699 — [   ]

⚡ Your passcode expires in 04 minutes : 25 seconds.

For a different option, click on the Back button.

SUBMIT   **BACK**

- Update your profile information.

Profile Information

Enter your profile information

* Required

*First Name | Middle Initial | *Last Name | Suffix

Email Address

Confirm Email Address

By providing an e-mail address, a new PIN can be sent to you to help with resetting a forgotten password.

Mobile Number

By providing a mobile number, a text message can be sent to you to help with resetting a forgotten password.
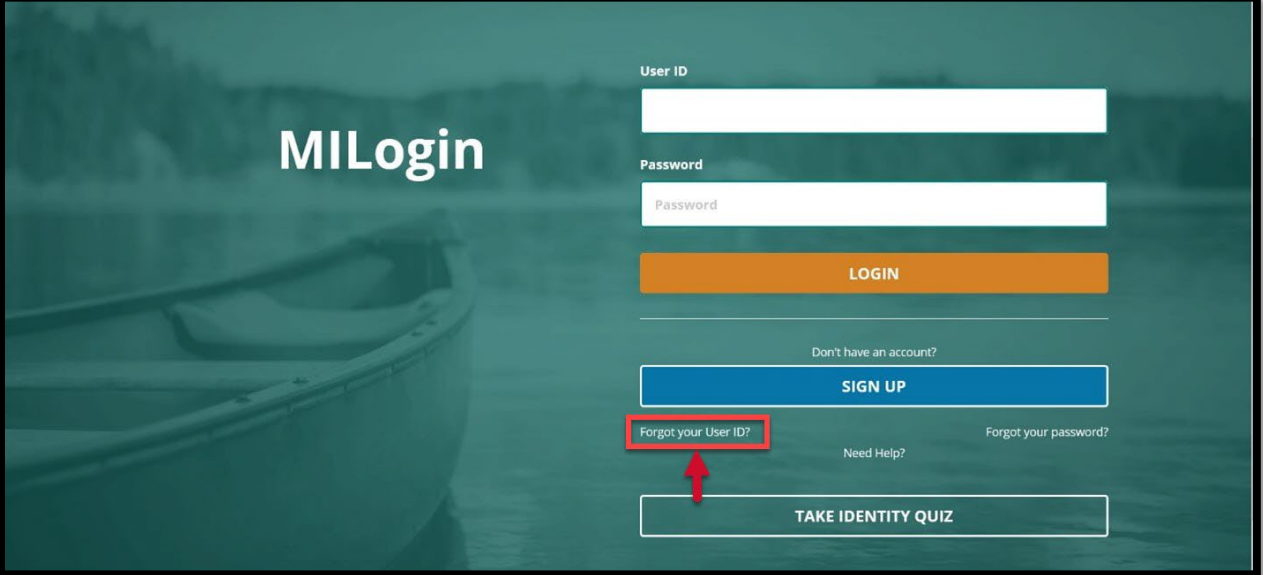
*Verification Question: What is the 2nd color in the list pink, house and purple?

☐ I agree to the terms & conditions.

Forgot User ID
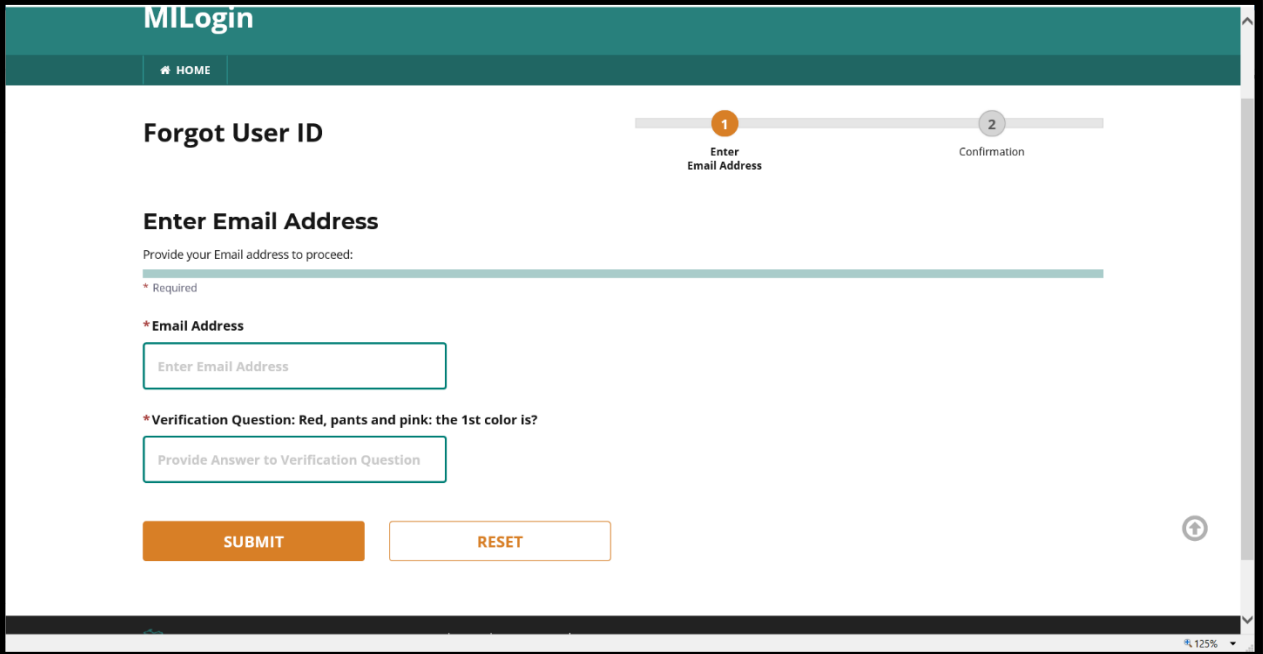
If you forgot your MILogin User ID, please follow these steps to receive a reminder.

- **On the MILogin page**, click on **Forgot your User ID.**

- **Forgot User ID** will display an **Email Address** entry box and a **Verification Question** that will need to be answered.

- The user ID will be sent to your email address. If you don't see it in your Inbox, check your Junk or Spam folders.
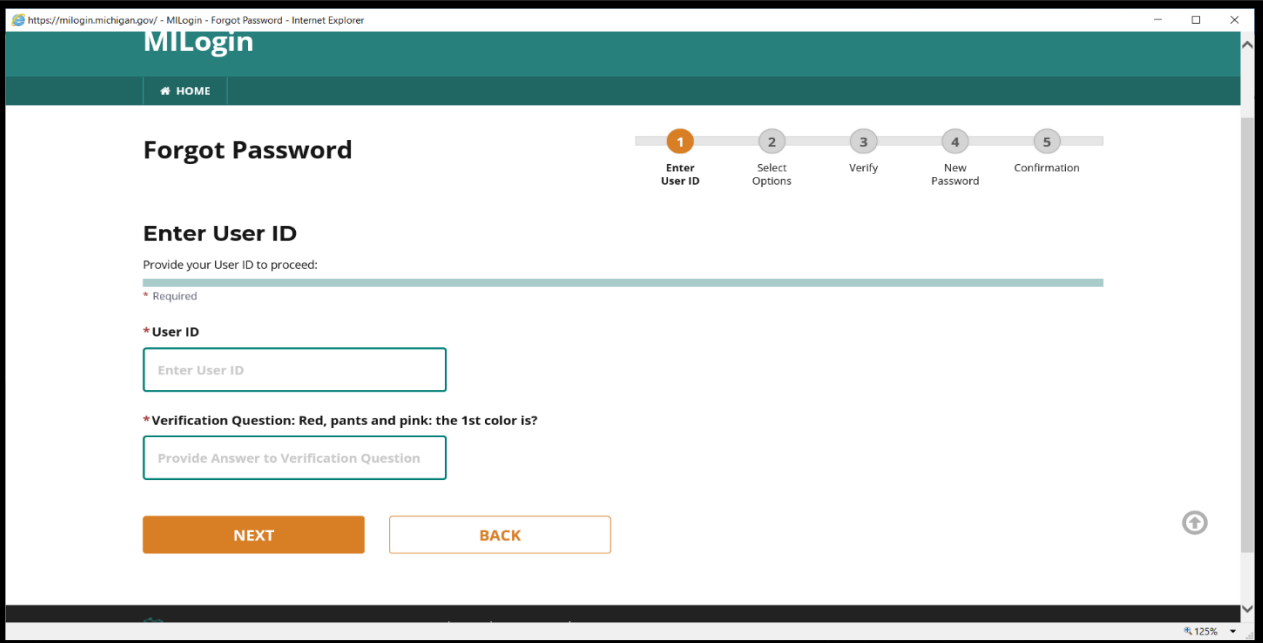
Forgot Password

If you forgot your MILogin Password, please follow these steps to receive a reminder.

- **On the MILogin page**, Select **Forgot your password.**

- **Forgot Password screen** will show **User ID** entry box and **Verification Question.**

- You can choose to receive either an **email, text/SMS message**, **or Security Questions** to reset your password.

- If you select the email or phone option from the **Forgot Password** page, a **Verify Identity** screen will appear. A PIN will be sent to either your email or phone depending on your selection.

- If you select **Security Questions** from the **Forgot Password** page a **Verify Identity** screen will appear.

- A **New Password** entry page will appear.

MILogin

Forgot Password

1 ✔ Enter User ID 2 ✔ Select Options 3 ✔ Verify 4 New Password 5 Confirmation

New Password

Enter new password to reset forgotten password

* Required

* Enter New Password

New Password ✕

✕ This password must be 8 characters long.

* Confirm New Password

| ✕

✕ This password must be 8 characters long.

ℹ **Password Guidelines:**

- Must be at least 8 characters in length
- Must include characters from 3 of the following categories:
  - Upper case letters (A-Z)
  - Lower case letter (a-z)
  - Numbers (0-9)
  - Special characters (!$#,%@~^&*_-+=><)
- Should not be one of the last 3 used passwords
- Should not be based on your User ID

SUBMIT   **START OVER**

- The MILogin Multifactor Authentication (MFA) page will show with **Text Message** or **Phone Call Back.** You can select either option.

MILogin

⌂ HOME

MILogin Multifactor Authentication (MFA)

Hello miAccount User

Please select one of the following options to proceed with additional required authentication.

* Required

💬 **Text Message**   You will receive a passcode via a text message on your mobile XXX-XXX-8869

📞 **Phone Call Back**   You will get a call on your work phone number XXX-XXX-4682

- The miAccount Account Summary will display.